

Bizzi-Day Nurseries Limited

Company Number:8113225

Parent's Terms and Conditions Contract

1. The nursery offers a settling in period to allow you and your child to get to know the nursery and staff. You are required to return your child's registration form and the terms and conditions contract to management before your child can attend these settling in sessions.
2. A registration fee of £50.00 is payable when accepting a place at the nursery before the settling in period begins.
Unfortunately this is not refundable until your child leaves nursery and all outstanding fees have been paid. Please make all cheques payable to Bizzi Day Nurseries Limited.
3. All parents/guardians before their child attends are requested to fill in a registration form that will give staff all information regarding their child.
4. You will be asked to sign a permission form for your child to be photographed by staff, for use inside the nursery.
5. All ongoing fees are payable in advance by direct debit or childcare voucher on the 1st day of the month to which they relate. Other forms of payment can be accepted for the first month's fees and the initial booking deposit.
Fees are calculated weekly and payable on a calendar months basis.
The nursery is closed at weekends and Bank Holidays and fees are structured accordingly.
If your child's start date is part way through the month then we will invoice for the actual sessions taken and begin the calendar month calculation the following month.
The fees are reviewed once per year in April any changes to the fee rates will be notified to you at least eight weeks in advance.
We do not raise invoices each month unless requested to do so.
Extra sessions are payable at the time of booking and can be paid by cheque, bacs or cash.
6. Late charges will be incurred on overdue fees. A letter will be issued on the 5th day stating that you will be charged £5.00 for every day late. If you do not respond to the letter and you do not pay your fees then you will be informed by letter that the next course of action is to send your account to our solicitor, and your child's nursery place will be cancelled.
7. During your settling in period you are free to leave without one month's written notice.
8. One month's written notice of your intention to withdraw your child from the nursery is required or a month's fees in lieu of notice.
9. The nursery will close on bank holidays. You will not be charged for these days.
10. The nursery may be closed between Christmas and New Year. If so, you will not be charged for all days closed.
11. The nursery is open from 7:30am till 6:00pm Monday to Friday. Morning session is 7:30am to 1pm and the afternoon session is 1pm to 6:00pm. Morning school club 7:30am to 8:30am After school club 3:30pm to 6:00pm and Holiday club 7:30am to 6:00pm The nursery does not accept children into the nursery before 7:30am. A charge of £3.00 for every 5 minutes late will be charged for late collections. You will be asked to sign a late collection form and late charges will be added to your next invoice.
12. If your child needs to take medication whilst attending the nursery please inform staff. Parents are requested to fill out and sign a medication form stating the child's name, administration times, dosage etc The medicine must be clearly labelled with your child's name. The nursery cannot administer medicines that have not been prescribed by a doctor, other than temperature reducing medicines.
If your child is prescribed antibiotics by a doctor, then your child will not be able to attend nursery for 24 hours after they have been given their first dose.

PLEASE DO NOT LEAVE MEDICINE IN YOUR CHILDS BAG.

13. The spread of infection must be avoided; therefore a child who is obviously ill on arrival will not be accepted. You should refrain from bringing your child to nursery if they have had sickness and/or diarrhoea (48 hours after all symptoms have ceased is required). If your child has head lice, please refrain from bringing them to nursery until all lice and eggs are eradicated. If staff suspects a child has any contagious or infectious illnesses parents will be asked to collect their child. All children with a contagious or infectious condition will be isolated from other children until parent's arrival.

14. You must inform the nursery manager before 9:00am if your child will not be attending nursery or school club.

15. If a child becomes ill during the day the parents will be contacted to collect them.

16. We are unable to refund fees for sessions not attended due to illness, holiday, absence or where the nursery is forced to close due to circumstances beyond our control.

17. It is essential for us to have a telephone number to contact parents at anytime during the day.

18. All injuries, however small, will be recorded in the Accident Book. A parent will be notified and asked to acknowledge the incident. Every precaution will be taken to avoid accidents, but it must be remembered that children do receive knocks and bumps during play and physical development. Any accidents at home must be documented and staff informed.

19. You must fill in an emergency treatment consent form, which allows the manager/staff to call 999 for help and give medical treatment to your child in an emergency situation.

20. Please do not send your child to nursery in their best clothes. A full change of clothing must be provided, extra pants, also outdoor wear i.e. boots, coats, hats and gloves in the winter and sun hats, trunks/costumes (or spare pants) with towels and sun cream in the summer. Sun cream will be used on all children unless parents provide written notification of their wishes. Protective clothing is supplied for messy activities and meal times i.e. aprons and bibs. However, this does not always guarantee non-spillage on clothing.

21. The nursery supplies disposable nappies, baby wipes and cotton wool, however nappy cream is not.

22. Cows milk is provided for children over 12 months. The nursery does not supply any formula milk for babies; you must supply enough formula and sterile bottles to last throughout the day. Bottles will be kept in a milk refrigerator in the nursery. If you do forget your child's milk the nursery will provide your child with milk, but you will be charged for the cost of the milk.

23. Parents are to provide their child with at least one set of spare clothes. All clothing should be clearly marked with your child's name and placed in a non-plastic bag. No responsibility can be taken for these belongings.

24. We do not allow children to bring toys to nursery. Books or a comfort toy are accepted, however this it is at your own risk, Bizzi-Day nurseries are not responsible for personal property being lost or broken.

25. The parents written permission is required to allow staff to take the children out of the nursery for walks and outings.

26. If a parent is unable to collect their child themselves, and alternative arrangements are made, the parent should inform the nursery staff and the person collecting their child must show some suitable form of identification and have a password. On registration we will be asked to fill out a collection form, this will inform staff who is authorized other than yourself to collect your child.

27. When bringing and collecting your child from the nursery, please ensure that you park carefully as not to cause danger to any pedestrians. Please take care in icy weather; the nursery cannot be responsible for any injuries that may happen in the car park

28. A fire drill will be held regularly. Fire and safety precautions will be seen by yourselves on your initial visit to the nursery. It will be assumed that you are happy with all these arrangements unless you specify otherwise.

29. Staff will be required to sign a contractual clause that disallows them from baby-sitting for parents for the time during their probation period of 6 months. However, once staff are passed their probation period, they are available to parents for babysitting at evenings or weekends on a private basis. Bizzi Day Nurseries accepts no responsibility for any members of staff that wish to do so.

30. If you have any concerns or complaints we have a company policy within the nursery. We would ask that you express your concern to the Nursery Management either verbally or in writing. Management will take details of the complaint, recommendations and the actions taken. All of the details of the complaint will be recorded. Once action has been taken, a response will be made to the complainant directly. As part of this complaints procedure, all parents are entitled to approach CSSIW in writing at: South West Wales Government Buildings, Picton Terrace, Carmarthen SA31 3BT

31. All the nurseries policies and procedures are to be read by parents they are situated in the main entrance and in the office.

32. The right is reserved to terminate, without notice, any child's place at the nursery.

33. Where forces beyond our control compel us to either close the nursery or reduce the available ours such as, flooding, loss of heat, infectious diseases, severe weather such as snow and/or ice which significantly impairs safe travel to and from the nursery. In the event that the nursery is compelled to close in reasonable circumstances beyond our control we are not able to refund fees or organise alternative childcare.

In case of severe weather conditions such as snow could you please contact the nursery manager on 07817912397 or visit our website to find out if the nursery is open.

If parents are asked to come and collect their child from nursery during the nursery day due to any of the above events, fees will not be refunded for that day.

34. All parents are requested to fill in an allergy form, which is part of the registration document. The nursery cannot be responsible for parents not informing management of their child's allergies.

35. It is the parent responsibility to cancel standing orders/vouchers when their child leaves the nursery. The Nursery will not refund any standing orders/vouchers that have not been cancelled.

36. Behaviour and Discipline Policy

We believe that young children should be encouraged to respect their environment and other children. Acceptable social behaviour - having a positive and considerate attitude and providing good role models - is encouraged by the staff. Unacceptable behaviour is quickly identified and dealt with positively. Reasons are explained to the child and good behaviour is always praised.

Equal Opportunities Policy

As a nursery our priority is to create an atmosphere which encourages everyone to value themselves and others regardless of race, gender, age and ability.

No child will be refused admission to Bizzi-Day Nurseries on the grounds of colour, religion, ethnic or national origin, gender or disability.

At Bizzi-Day Nurseries we offer opportunities for every child. We offer play activities and resources that allow children to experience and explore many cultures and traditions.

37. All parents are to read a copy of the nursery policies and procedures, a copy will be given to you when you register your child.

38. If you book extra days, and do not give 7 working days notice to cancel, you will still be charged for those days booked.

39. For safety reasons (choking hazard) children under 2 years of age will not be allowed to wear bobbles, elastic hair bands or hair grips/clips in nursery. If a child enters the nursery with any of these items, a member of staff will remove them and place them in the child's bag.

I have read and understood the policies and procedures

Parents signature: -----

These terms, conditions and costing are subject to amendment.

Please sign below if you agree and understand the terms and conditions of this contract.

Parents/Guardians signature: -----

Please fill in table below:

I would like my child to attend the Nursery on the following days from:

Start Date:

Days	Morning 7:30am – 1pm	Afternoon 1pm – 6pm	Full Day
Monday			
Tuesday			
Wednesday			
Thursday			
Friday			

Amended on 21/01/2015